



HOW TO USE THE LOCAL MS OUTLOOK APP

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How to use your local MS Outlook app.

The migration to MS 365 gives us two options to access our emails, one is through the Office 365 portal and second is through the local office app's that have been installed at the time of the migration. Once you have registered with Office.com all you need to do is open MS Outlook, this guide will go through the steps of setting up the local app.

Step 1: MS Outlook Local App.

1. Double click on your MS Outlook app on the desktop.



Figure 1: MS Outlook Icon

2. When MS Outlook opens, it will start to load your Profile.



Figure 2: Loading Profile in Outlook

3. MS Outlook will proceed to retrieving your mailbox settings.



Figure 3: Retrieving Mailbox settings.



4. Once completed Outlook will download a local copy of your emails.

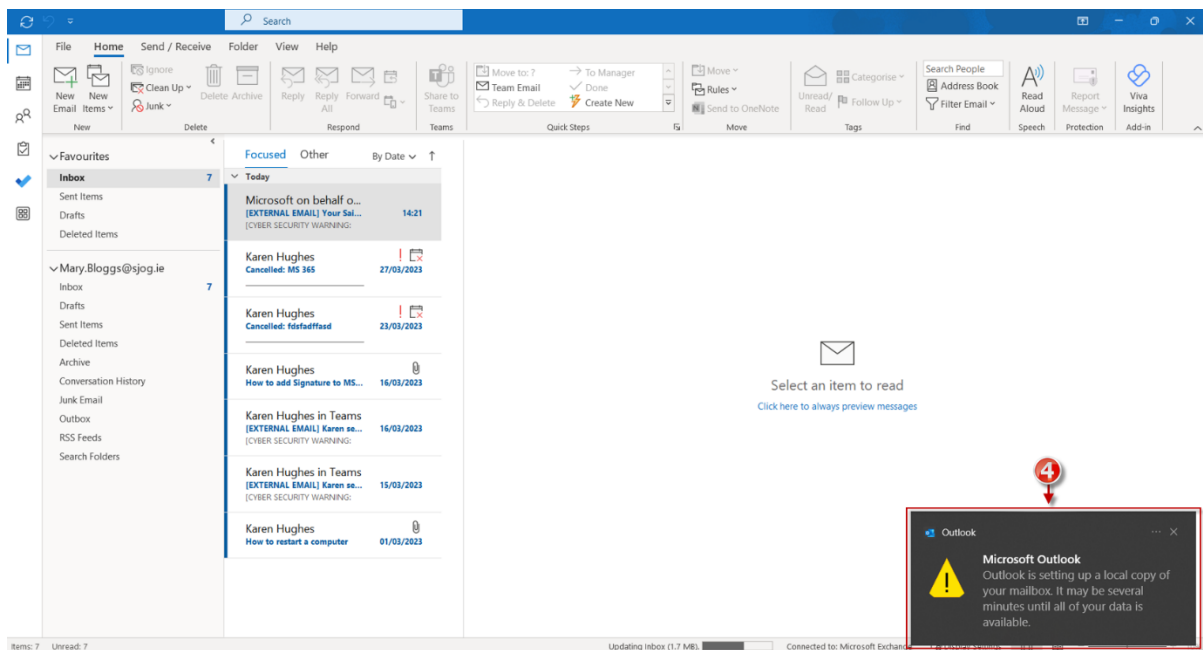


Figure 4: Download Emails Locally



Please note: Once you have setup the local app, you no longer need to use the MS 365 portal unless there is an issue with Outlook.

Step 2: Raising a Ticket if prompted for password.

If your MS Outlook asks for your password again, please raise an ICT ticket using the options below.

Option 1: Open a ticket by using the ICT Service Desk Portal

URL: <http://iedv-applni01:81/Option>

Option 2: Open a ticket by submitting a detailed email stating the issues.

Email to: ICTServiceDesk@sjog.ie



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